

CUSTOMER SERVICE ASSOCIATE - Part-Time Position

Employment Location

Zion's Hope Headquarters – Winter Garden, Florida

Ministry Description

Zion's Hope is a Bible-based ministry whose purpose is to proclaim to Jewish and Gentile people throughout the world their need for personal salvation through Jesus, the Messiah of Israel. The ministry is also committed to helping Christians grow in their understanding of biblical prophecy and the importance of Israel in God's plan for the Last Days.

Job Description

The Customer Service Associate is a part-time position that will be responsible for assisting with the day to day activities of the Customer Service department, including the facilitation of mail processing, deposits, data entry, and maintaining all donor information. This person will be responsible for customer service communications with constituents and donors of the ministry including, phone, email and in-person dialogue. This position requires availability 2-3 days a week.

Job Responsibilities

Employee will be expected to:

- Promote the mission and message of Zion's Hope.
- Prioritize personal integrity in all interactions and assignments.
- Be able to communicate professionally with all forms of ministry interaction and communication.
- Maintain confidentiality with donor and constituent's information.
- Be proficient on the computer and the customer service software.
- Be able to multi-task between computer processes and taking phone calls.
- Assisting in the opening of mail and processing deposit batches.
- Demonstrate a pleasant and positive attitude both in person and on the phone.

Job Requirements

Applicants should:

- Have a personal, ongoing relationship with Jesus Christ.
- Agree with, and be able to sign our Statement of Faith.
- Regularly attend a local, Bible-believing church.
- Assist with mail, batch deposits, and entering data into Customer Relationship Management software (CRM).
- Be proficient with processing online donations and orders into Shopify.
- Assist with the updating of donor lists and contacts, subscriptions, and history in CRM.
- Maintain all customer communications in a timely manner.
- A certificate in the Shopify system would be a plus.
- (Preferred 3+ years of Customer Service experience.)

Contact

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